

AMENDMENTS TO THE CLAIMS

The following listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of claims:

1. (Currently Amended) A method for automated handling of a service problem discovered and reported by a user of a wireless telecommunications device, comprising the steps of:
receiving identification information identifying the wireless telecommunications device;
receiving information about system conditions associated with the service problem directly from the user of the wireless telecommunications device ;
identifying a specific nature of the service problem by comparing the system condition information to a database of known problems; and
automatically effecting a corrective action responsive to the specific nature of the service problem without human intervention, wherein the corrective action includes adjustment of settings of one or more network components through execution of computer instructions that are communicated to the one or more network components.
2. (Previously Presented) The method as recited in claim 1, further comprising the step of prompting the user of the wireless telecommunications device to input the identification information.
3. (Previously Presented) The method as recited in claim 1, wherein the wireless telecommunications device is a mobile telephone.
4. (Cancelled)
5. (Previously Presented) The method as recited in claim 1, wherein the one or more network components comprise a switch and wherein the corrective action includes adjusting the settings of the switch.

6. (Previously Presented) The method as recited in claim 5, wherein the computer instructions are communicated to the switch through a telnet session.

7. (Previously Presented) The method as recited in claim 1, wherein the corrective action includes downloading settings or software updates to the wireless telecommunications device.

8. (Previously Presented) The method as recited in claim 1, wherein the wireless telecommunications device and the computer server communicate through a computer network.

9. (Previously Presented) The method as recited in claim 8, wherein the computer network is the Internet.

10.-11. (Cancelled)

12. (Currently Amended) A computer-readable medium having computer-executable instructions stored thereon which, upon the ~~request of~~ identification of a service problem by a user, perform the acts ~~steps~~ of:

receiving identification information identifying a wireless telecommunications device;

prompting a user to input information about a service problem;

receiving information about system conditions associated with the service problem directly from the user of the wireless telecommunications device;

identifying the nature of the service problem by comparing the information about the service problem to a database of known problems; and

automatically effecting a corrective action responsive to the nature of the service problem without human intervention, wherein the corrective action includes adjustment of settings of one or more network components through execution of computer instructions that are communicated to the one or more network components.

13. (Previously Presented) The computer-readable medium as recited in claim 12, wherein the wireless telecommunications device is a mobile telephone.

14. (Currently Amended) The computer-readable medium as recited in claim 12, wherein the act step of automatically effecting a corrective action includes communicating instructions to one or more network components to adjust settings associated with said one or more network components.

15. (Previously Presented) The computer-readable medium as in claim 14, wherein said network components are switches.

16. (Currently Amended) A system for troubleshooting and correcting a service problem associated with a wireless telecommunications device, comprising:

a server comprising diagnostic logic, wherein the server is configured to receive an input from a user when the user identifies a service problem, wherein the input includes identification information and information about conditions associated with the service problem, and wherein the server is operable to evaluate the inputted information and to correct the service problem without human intervention by modifying one or more settings of a network component associated with the service problem; ~~and~~.

17. - 18. (Cancelled)

19. (Previously Presented) The system as recited in claim 16, wherein the wireless telecommunications device is a mobile telephone.

20. (Cancelled)

21. (Previously Presented) The system as recited in claim 16, wherein the network component is a switch.

22. (New) The method as recited in claim 1, further comprising the step of automatically determining identification information associated with at least one of the user or the wireless

telecommunications device.

23. (New) The system as recited in claim 16, wherein the server automatically determines identification information associated with at least one of the user or the wireless telecommunications device.

24. (New) The method as recited in claim 1, wherein the computer instructions are preprogrammed fixes that are stored in a database and are responsive to the service problem.

25. (New) The method as recited in claim 1, wherein the corrective action includes employing an Over-the Air (OTA) server to at least one of download settings, software updates or maintenance programs to the wireless telecommunications device.

26. (New) The method as recited in claim 1, wherein the corrective action includes modification of customer-related information on an internet access server.